In the Claims

Prior to initial examination of the present application, please cancel Claims 1-22 and please add the following new claims:

23.   (New) A method for preparing a schedule for training an agent to perform interaction duties, without manual intervention, comprising the steps of:

scheduling a time slot so that the agent can accept training information without disrupting the agent's interaction duties;

responsive to the schedule, prompting the agent at the time of the scheduled time slot that the training information is available; and

terminating the interaction duties for the agent before providing the training information to the agent.

24.   (New) The method of Claim 23, wherein the step of terminating the interaction duties is performed by the agent.

25.   (New) The method of Claim 23, wherein the step of prompting the agent further comprises monitoring the agent to determine whether the agent is engaged in the interaction duties.

26.   (New) The method of Claim 23, wherein the step of prompting the agent further comprises determining whether the agent is available to receive the training information.

27.   (New) The method of Claim 23, further comprising the step of providing the training information from which the agent can select a training segment.

28.   (New) The method of Claim 23, further comprising the steps of monitoring a work distribution component while providing the training information to the agent; and

if a workload of the work distribution component exceeds a predetermined criteria, terminating the training information to enable the agent to engage again in the interaction duties.

29.   (New) The method of Claim 28, wherein the step of terminating the training information occurs only if the agent has attained a predetermined performance score.

30.   (New) The method of Claim 28, wherein the step of terminating the training information occurs only if there is no more qualified agent to engage in the interaction duties.

31.   (New) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 23.

[This section intentionally left blank]

32.   (New) In association with a computer system for managing a constituent contact system comprising a communications network, a work distribution component, a contact engine, and an agent user interface, a method for training a contact agent to perform interaction duties, without manual intervention, the method comprising the steps of:

accepting call center load data from the work distribution component operable for receiving and distributing incoming contacts;

analyzing the call center load data to determine when to schedule a training session for the contact agent; and

scheduling the training session so that the contact agent can accept training information without disrupting the interaction duties of the contact agent.

33.   (New) The method of Claim 32, further comprising the step of notifying the contact agent via an email message that the training session is scheduled.

34.   (New) The method of Claim 32, further comprising the steps of:

accepting agent workload data from the work distribution component; and

analyzing the agent workload data in combination with the call center load data to determine when to schedule the training session.

35.   (New) The method of Claim 32, further comprising the steps of:

accepting agent performance data from a quality monitoring component; and

analyzing the agent performance data in combination with the call center load data to determine when to schedule the training session.

36.   (New) The method of Claim 32, further comprising the step of monitoring the agent user interface to determine whether the contact agent is engaged in the interaction duties and, in the absence of participation in the interaction duties, available to receive the training information.

37.   (New) The method of Claim 32, further comprising the step of disconnecting the contact agent from the contact engine before delivering the training information to the contact agent via the agent user interface.

38.   (New) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 32.

[This section intentionally left blank]

39.	(New) A method for training an agent to perform an interaction in association with a contact center comprising the steps of:

receiving call center load data from a work distribution component operable for receiving and distributing incoming contacts;

predicting a time when the agent is available for a training session based on the call center load data; and

scheduling the training session during the predicted time.

40.	(New) The method of Claim 39, further comprising the steps of:

monitoring the agent during the predicted time to determine whether the agent is available for the training session; and

if the agent is available, delivering the training session to the agent.

41.	(New) The method of Claim 39, further comprising the step of prompting the agent that the training session is available during the predicted time.

42.	(New) The method of Claim 39, further comprising the steps of:

receiving agent workload data from the work distribution component; and

analyzing the agent workload data to determine when the agent may be available to receive the training session.

43.	(New) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 39.

[This section intentionally left blank]

44.   (New) A method for training a contact agent to perform interaction duties in association with a contact center comprising the steps of:

scheduling a training session so that the contact agent can accept training information without disrupting the interaction duties of the contact agent;

disconnecting the contact agent from a contact engine so that the contact agent does not perform the interaction duties during the training session;

providing the training information to the contact agent during the training session; and

if the contact center has a workload that exceeds a predetermined threshold, terminating the training session and connecting the contact agent to the contact engine to permit the agent to perform the interaction duties.

45.   (New) The method of Claim 44, wherein the step of scheduling a training session further comprises receiving schedule data for the contact agent.

46.   (New) The method of Claim 44, wherein the step of scheduling a training session further comprises receiving workload data for the contact agent.

47.   (New) The method of Claim 44, wherein the step of scheduling a training session further comprises receiving workload data for the contact center.

48.   (New) The method of Claim 44, wherein the step of scheduling a training session further comprises receiving performance data for the contact agent.

49.   (New) The method of Claim 44, wherein the step of disconnecting the contact agent from the contact engine is controlled by the contact agent.

50.   (New) The method of Claim 44, wherein the step of providing the training information to the contact agent further comprises selecting a training segment during the training session.

51.   (New) The method of Claim 44, wherein the step of terminating the training session occurs after determining the contact agent satisfies a predetermined performance level.

52.   (New) A computer-readable medium having computer-executable instructions for performing the steps recited in Claim 44.

[This section intentionally left blank]

53.　(New) A computer-implemented system for managing communications between an organization and its constituents, the system comprising:

a communications network that supports communication between an agent of the organization and the constituents;

a scheduling component adapted to receive schedule data and workload data and schedule a training session for the agent based on the agent's availability to accept training; and

an information delivery component adapted to deliver information to the agent during the scheduled training session.

54.　(New) The system of Claim 53, wherein the workload data is agent workload data.

55.　(New) The system of Claim 53, wherein the workload data is organization workload data.

56.　(New) The system of Claim 53, wherein the information delivery component is further adapted to determine whether the agent is available to receive information during the scheduled training session.

[This section intentionally left blank]